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PRESS RELEASE



Rentshield Direct receives Feefo Platinum Trusted Service Award 2020

Rentshield Direct has won the Feefo Platinum Trusted Service award, an independent seal of excellence that recognises businesses for delivering exceptional experiences, as rated by real customers.

Created by Feefo, Trusted Service is awarded only to businesses that use Feefo to collect genuine reviews and insights. Businesses meeting the high standard, based on the number of reviews they have collected and their average rating, receive the award. A highly-valued badge of approval, this accreditation remains unique, as it is based purely on the interactions with real customers. As all reviews are verified as genuine, the accreditation is a true reflection of a business's commitment to outstanding service.

Feefo have given Platinum Trusted Service awards to businesses who have achieved Gold standard for three consecutive years. The Feefo Gold Trusted Service award recognises those who have collected at least 50 Feefo reviews in a year, and have achieved a service rating of at least 4.5.

Mark Tidridge, Head of Rentshield Direct commented: *"We're very excited to receive this award from Feefo because it's based on the feedback of real customers, who are the most important judges of all. It recognises how hard we work to give all our customers the best possible experience. Everyone at Rentshield Direct is fully committed to the highest quality of service, so it's important for us to listen, understand and respond to all our customers. The beauty of Feefo is that it enables us to consistently improve, so we're looking forward to another successful year."*

Part of Barbon Insurance Group, the largest tenant referencing and specialist lettings insurance company in the UK, Rentshield Direct are a local company based in the South West. With over 14 years of experience in the lettings sector and with the support of Barbon, Rentshield Direct provide a wide range of insurance products as well as comprehensive tenant referencing, and all with the highest levels of customer service.

Congratulating Rentshield Direct on winning this year's award, **Steph Heasman, Director of Customer Success at Feefo**, commented: *"The Trusted Service award has always been about recognising companies that go way beyond the norm in customer experience and generate great feedback from happy customers.*

"This year we've been delighted to see so many companies using Feefo to provide outstandingly high levels of all-round service – it's what Feefo is all about. We help our clients give their customers the best experiences possible. I'm confident we'll see more success from businesses partnering with us throughout 2020.

"Feefo is all about powering up customer experience, which is why we have introduced our new Platinum category. Clients told us they want recognition for achieving our demanding Gold award standard over a longer period. Our new Platinum award is earned by companies that achieve a Gold rating in three consecutive years. It's a tough challenge and very-well deserved by those that earn it."

Feefo is a reviews and customer insights technology company that provides businesses with the tools to collect real, purchase-verified reviews and insights. Working with over 3,500 clients, Feefo ensures that all feedback is authentic, by matching it to a legitimate transaction, in order to increase consumer confidence and enable businesses to make smarter business decisions.

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